EHR Vendor Reference Report

MARYLAND HEALTH CARE COMMISSION

Greenway
2011

Reference Survey

How long have you used the EHR from [Vendor's Name]? _____ (months/years)

The following questions are rated 1-5, where 1=poor, 2=fair, 3=good, 4=very good, 5=excellent and N/A Not Applicable.

How would you rate the cost to benefit of the EHR to your practice?   1 – 2 – 3 – 4 – 5 – N/A

How would you rate your satisfaction with the EHRs ability to:
1) Review patient charts
2) Update and document patient charts
3) Order tests and review
4) Prescribe electronically
5) Provide clinical decision support (e.g., drug warnings, preventative care reminders, etc.)
6) Provide clinical/quality reporting (e.g., pay-for-performance, Bridges to Excellence, etc
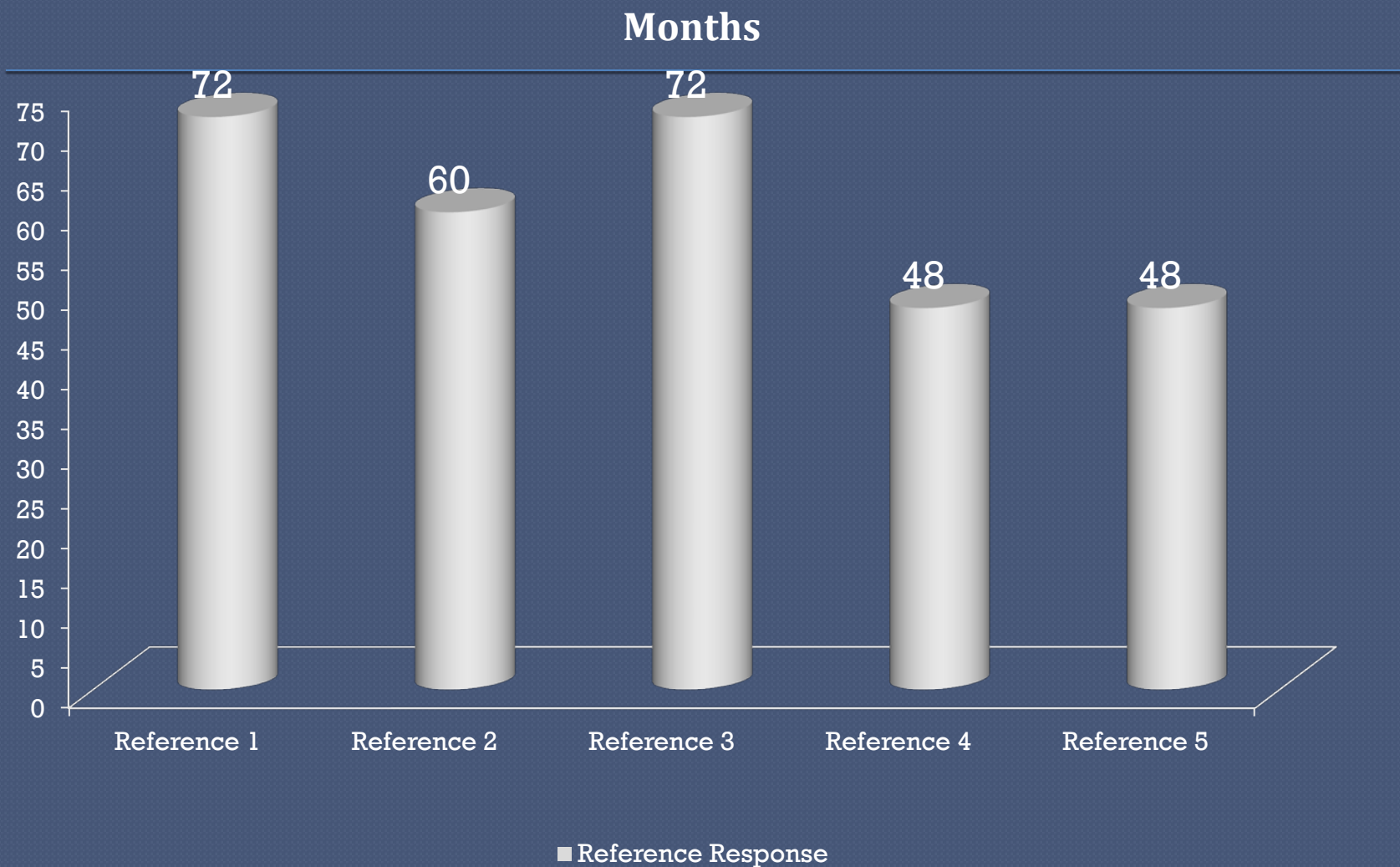
How would you rate the vendor on:
1) Implementation
2) Training
3) Support
4) Service

Would you purchase this system again? ☐ Yes ☐ No

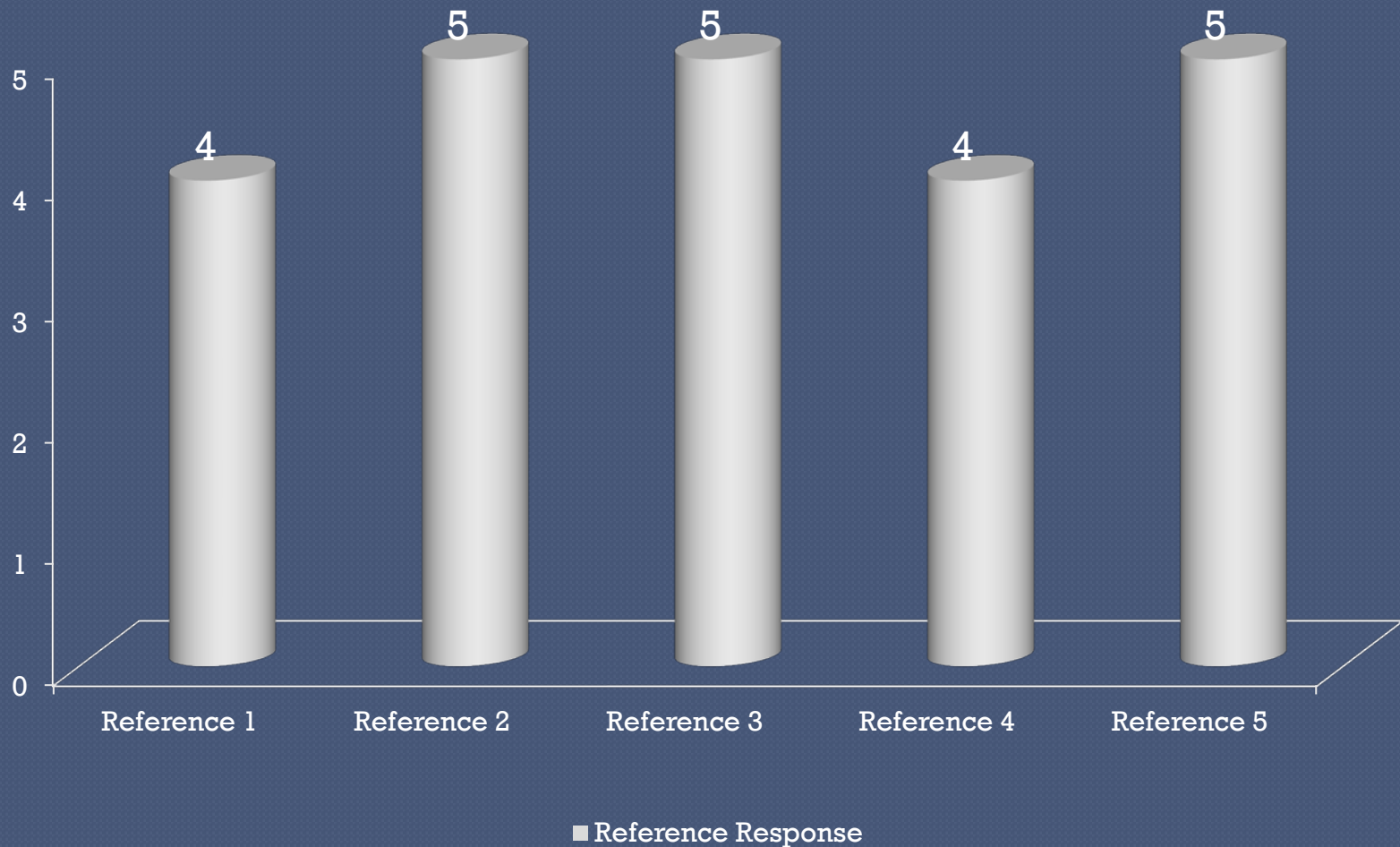Would you purchase from the same vendor again? ☐ Yes ☐ No

All information obtained from references provided by vendor.

Product Evaluation

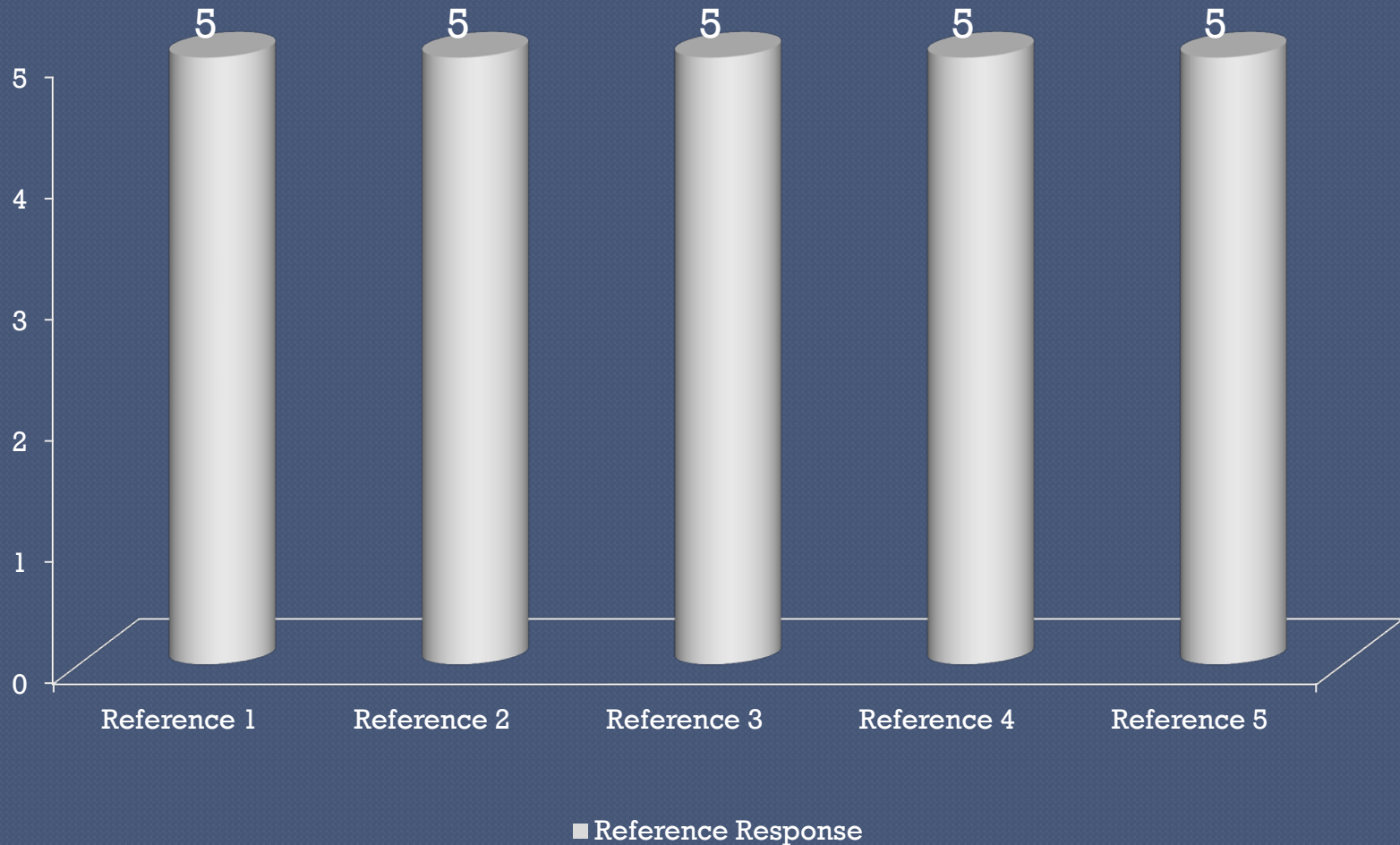# How long have you used the EHR?

Months

How would you rate the cost to benefit ratio of the EHR?

■ Reference Response

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
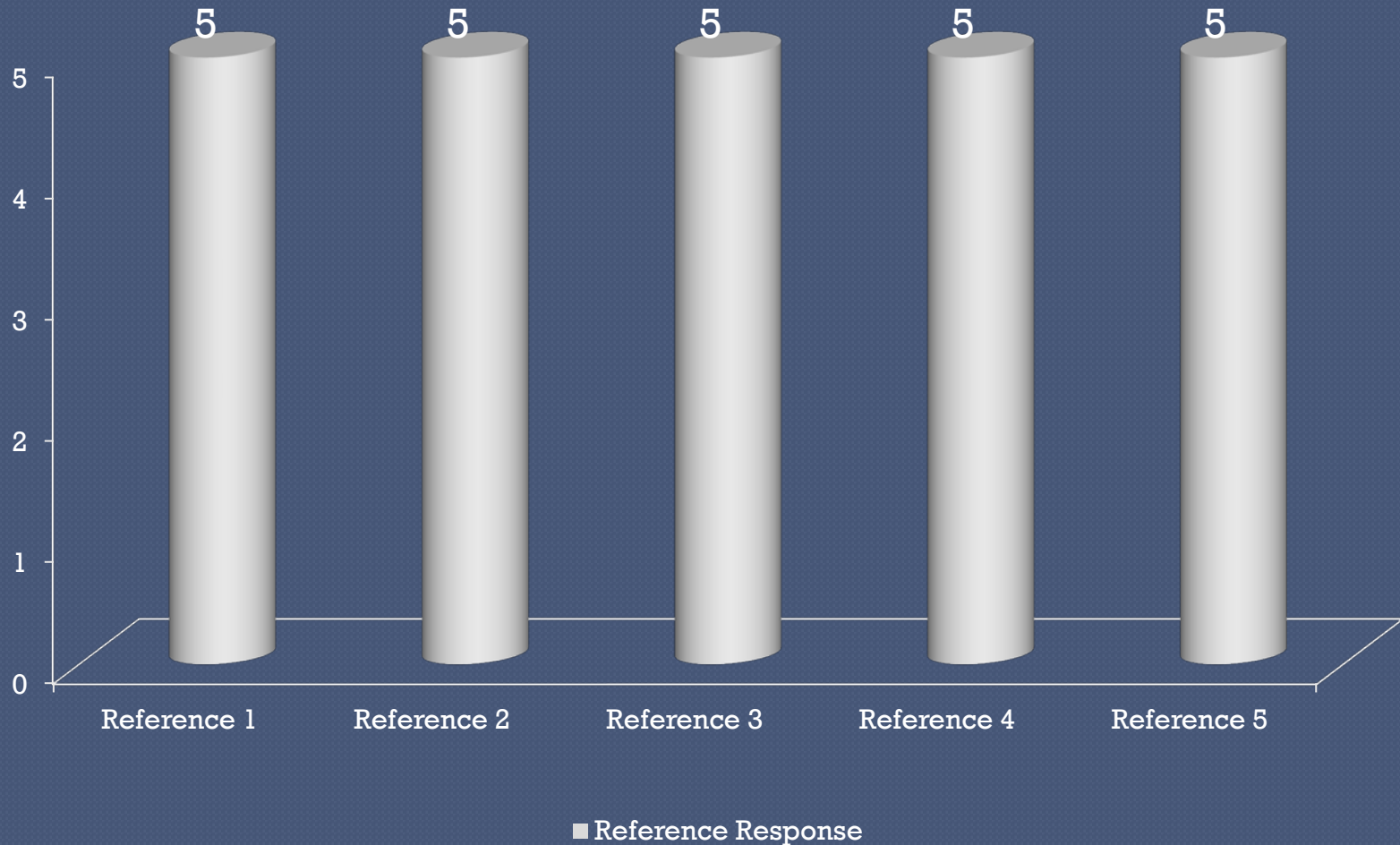All information obtained from references provided by vendor.

How would you rate your satisfaction with the EHRs ability to review patient charts?

How would you rate your satisfaction with the EHRs ability to update and document patient charts?

Reference 1: 5, Reference 2: 5, Reference 3: 5, Reference 4: 5, Reference 5: 5

■ Reference Response

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
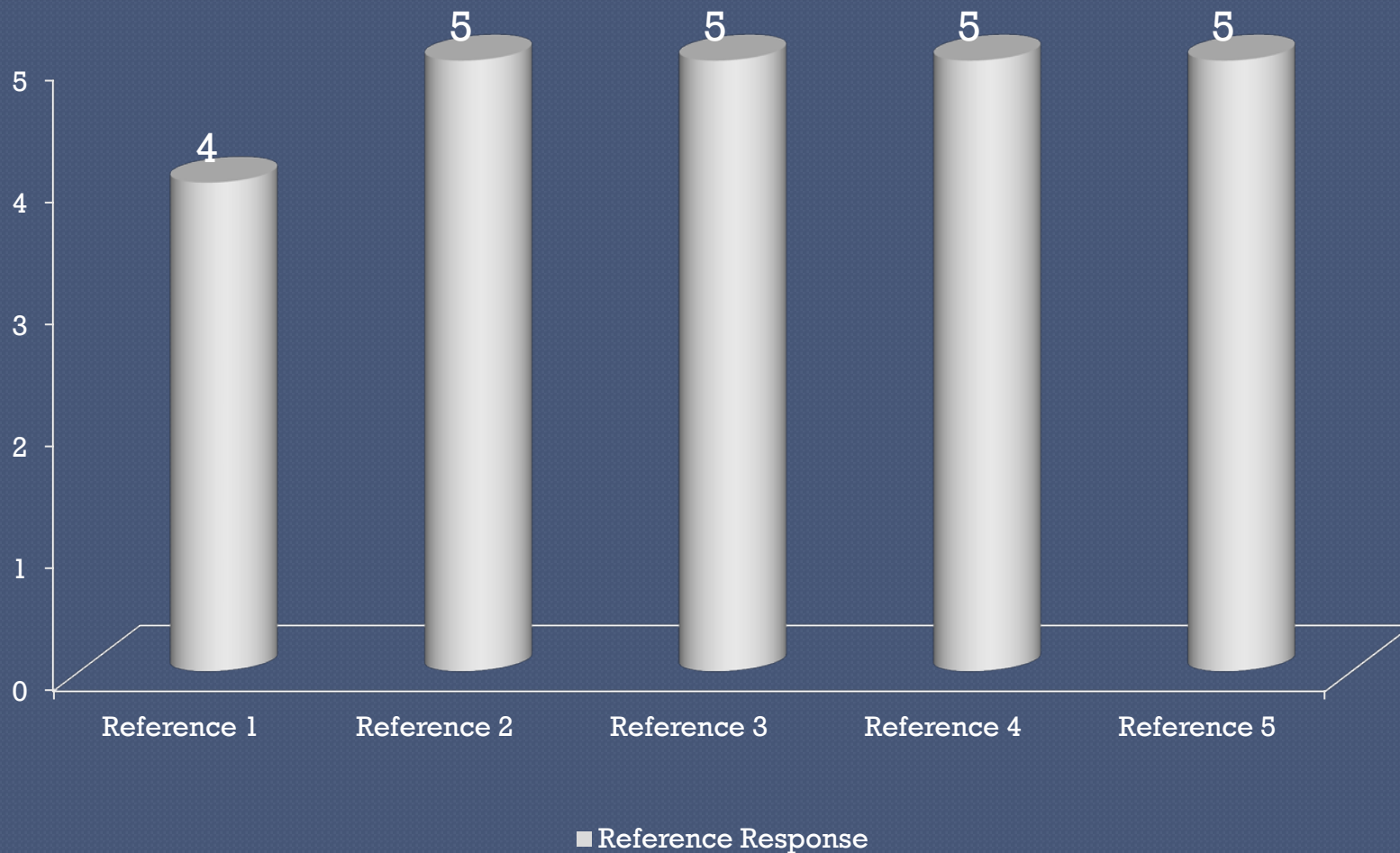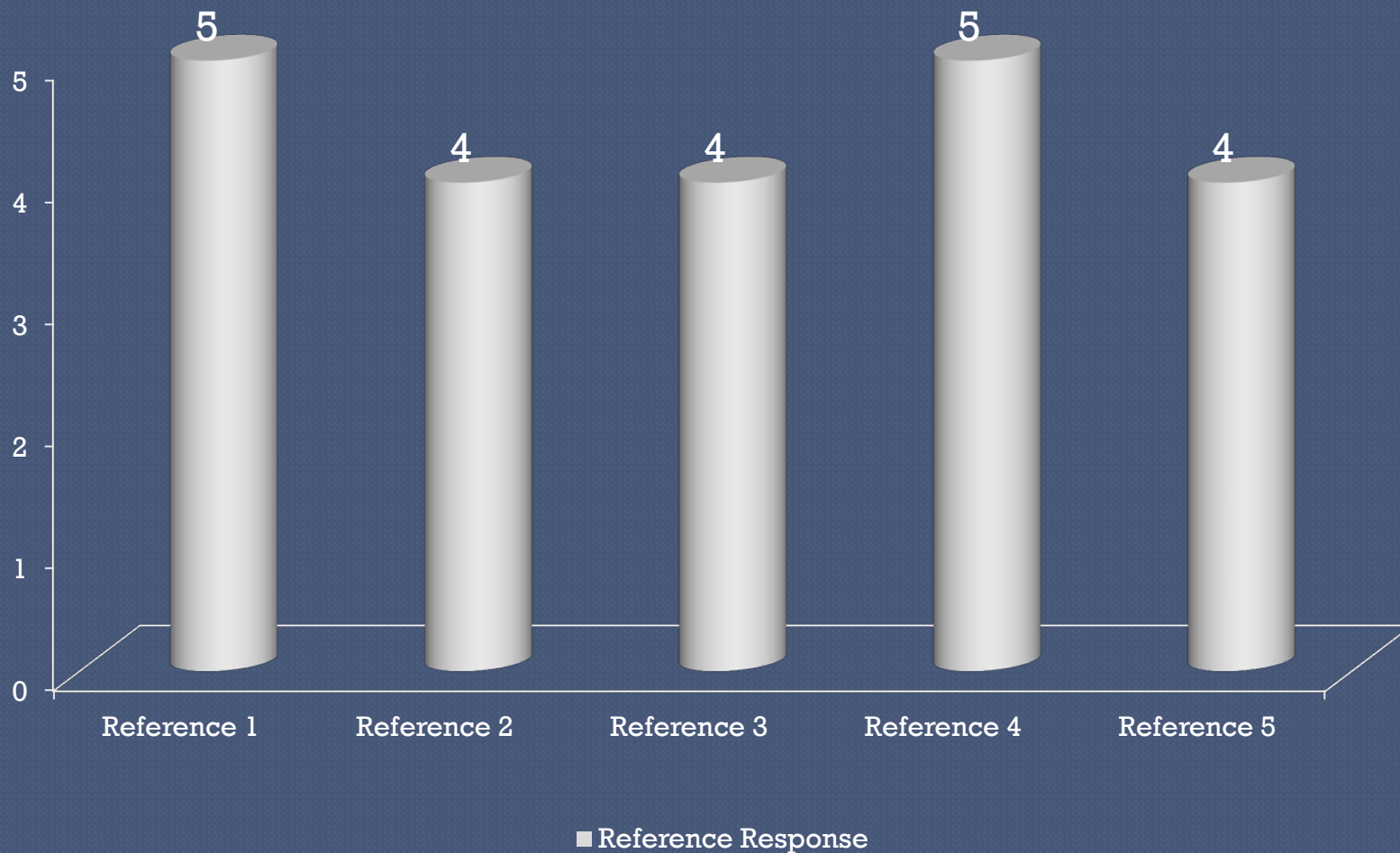All information obtained from references provided by vendor.

How would you rate your satisfaction with the EHRs ability to order tests and review results?

Reference Response

How would you rate your satisfaction with the EHRs ability to electronically prescribe?

Chart values: Reference 1 = 5, Reference 2 = 4, Reference 3 = 4, Reference 4 = 5, Reference 5 = 4

■ Reference Response

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
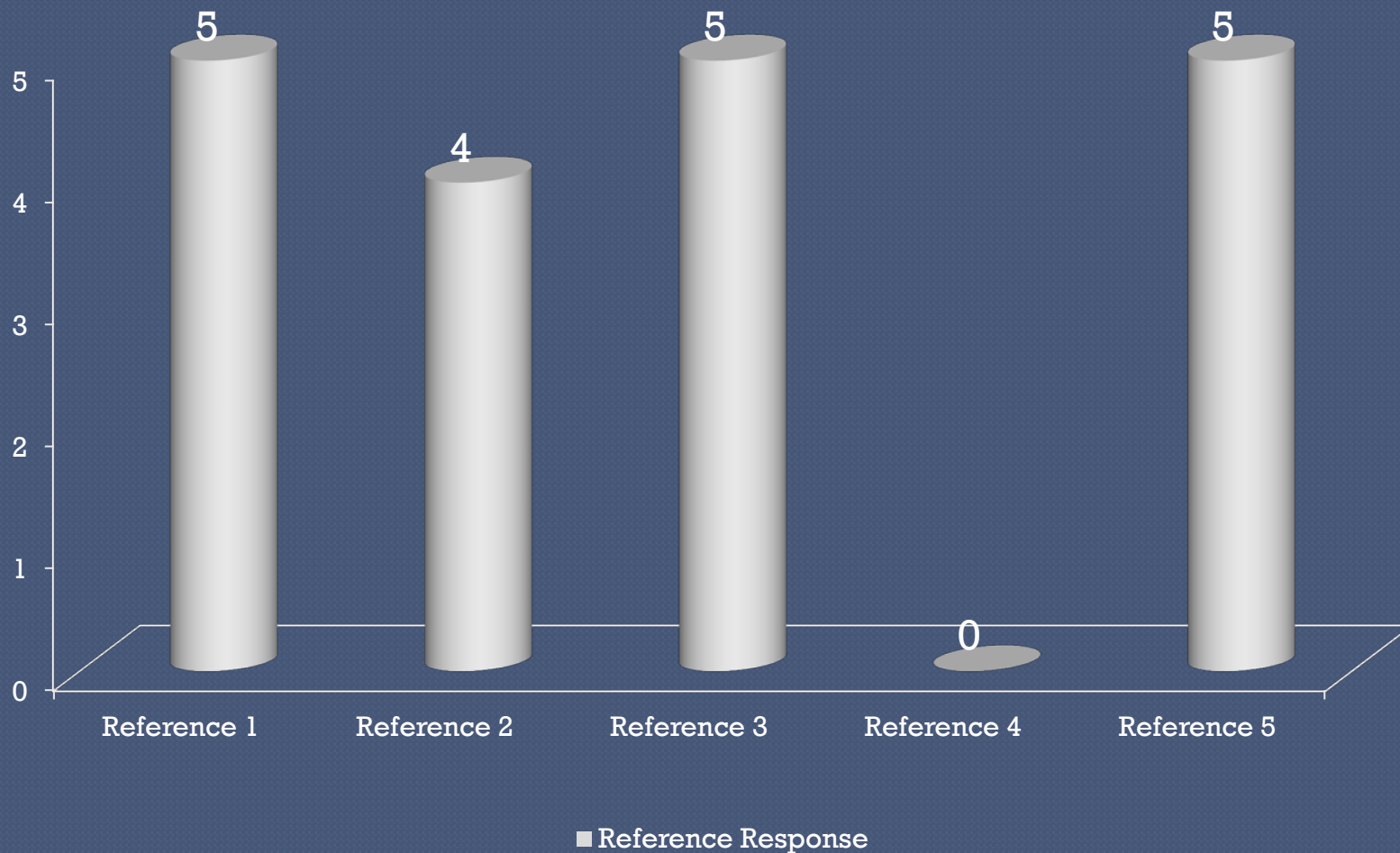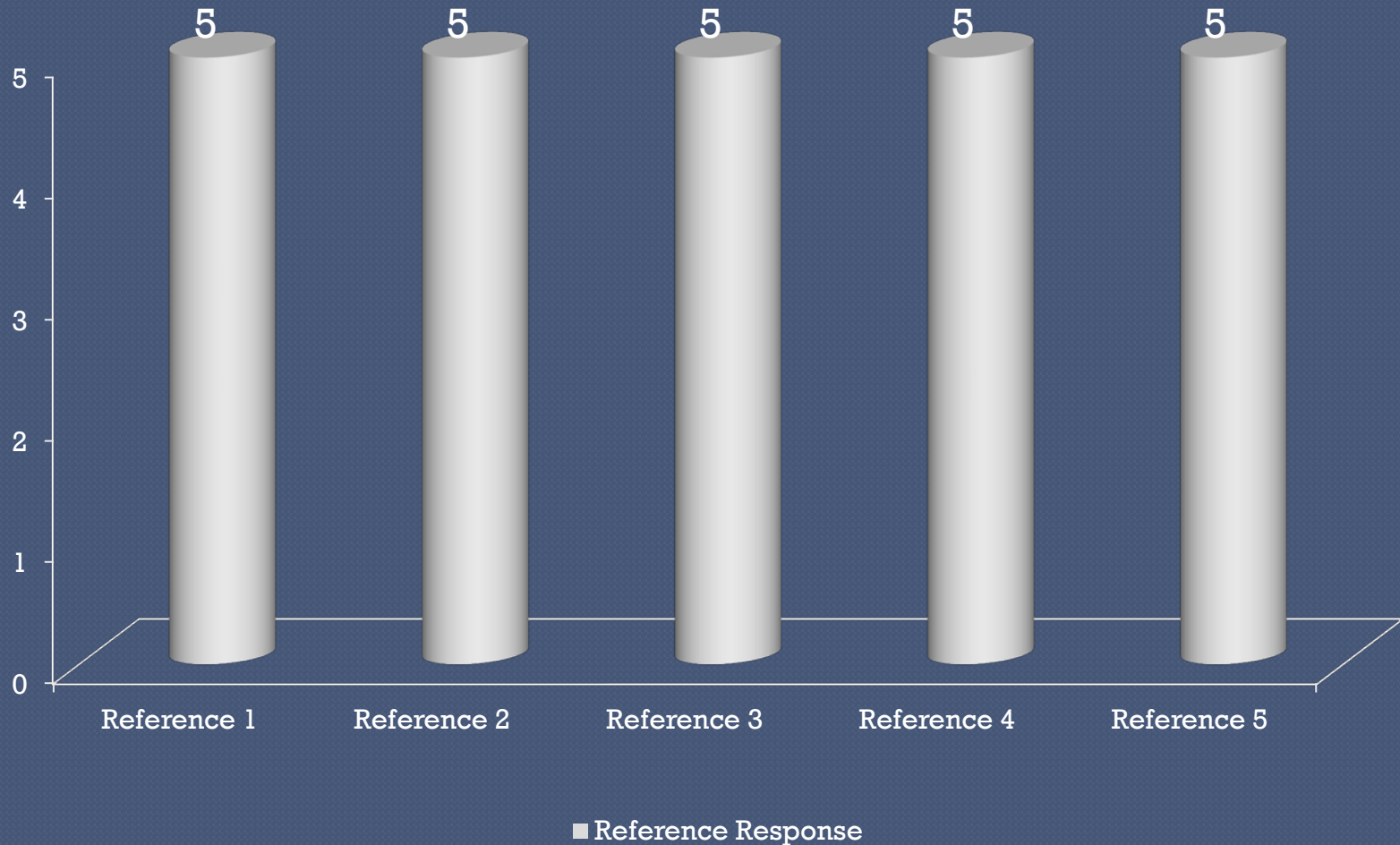All information obtained from references provided by vendor.

How would you rate your satisfaction with the EHRs ability to perform clinical decision support?

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
All information obtained from references provided by vendor.

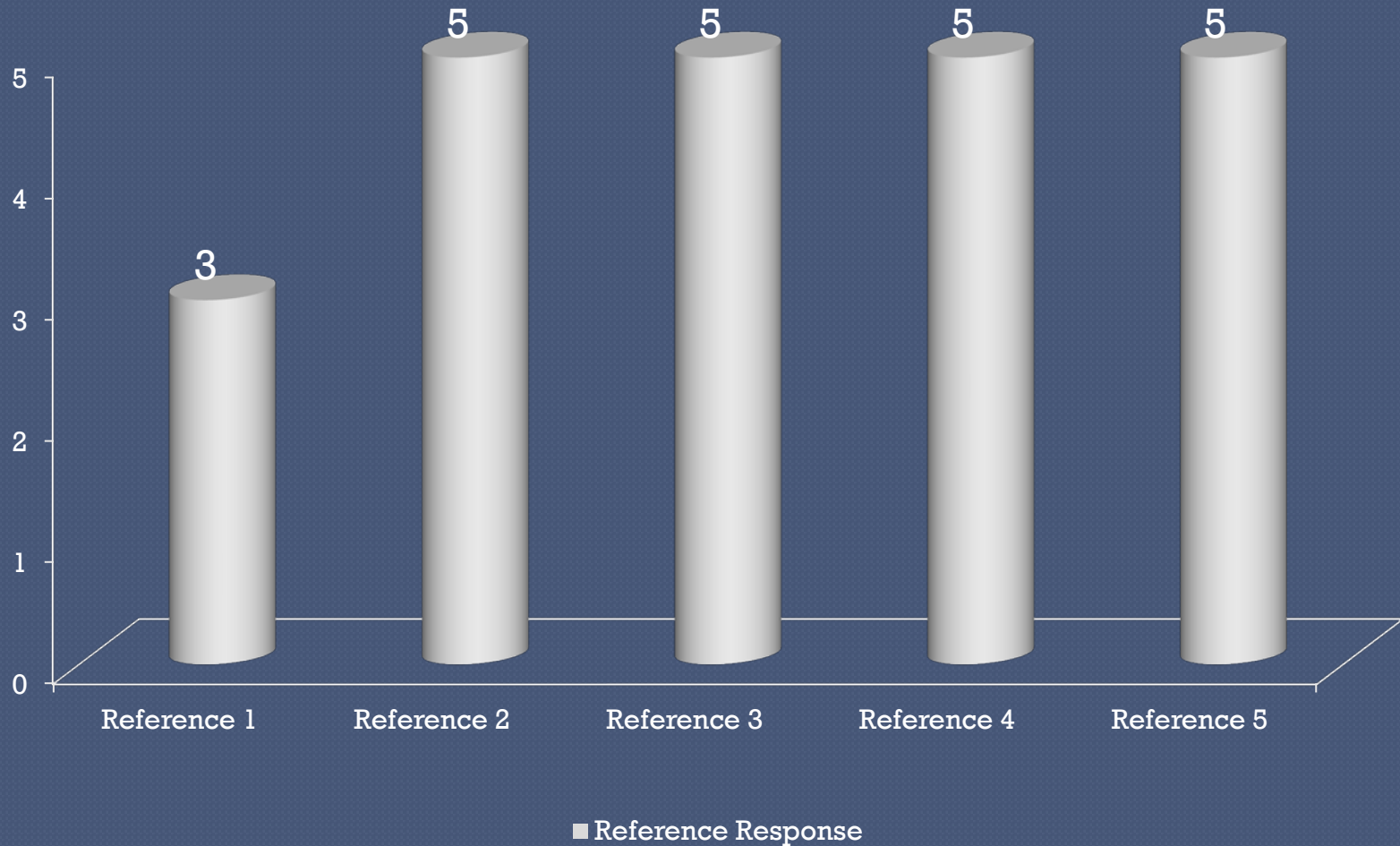# How would you rate your satisfaction with the EHRs ability to perform clinical and quality reporting?

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
All information obtained from references provided by vendor.
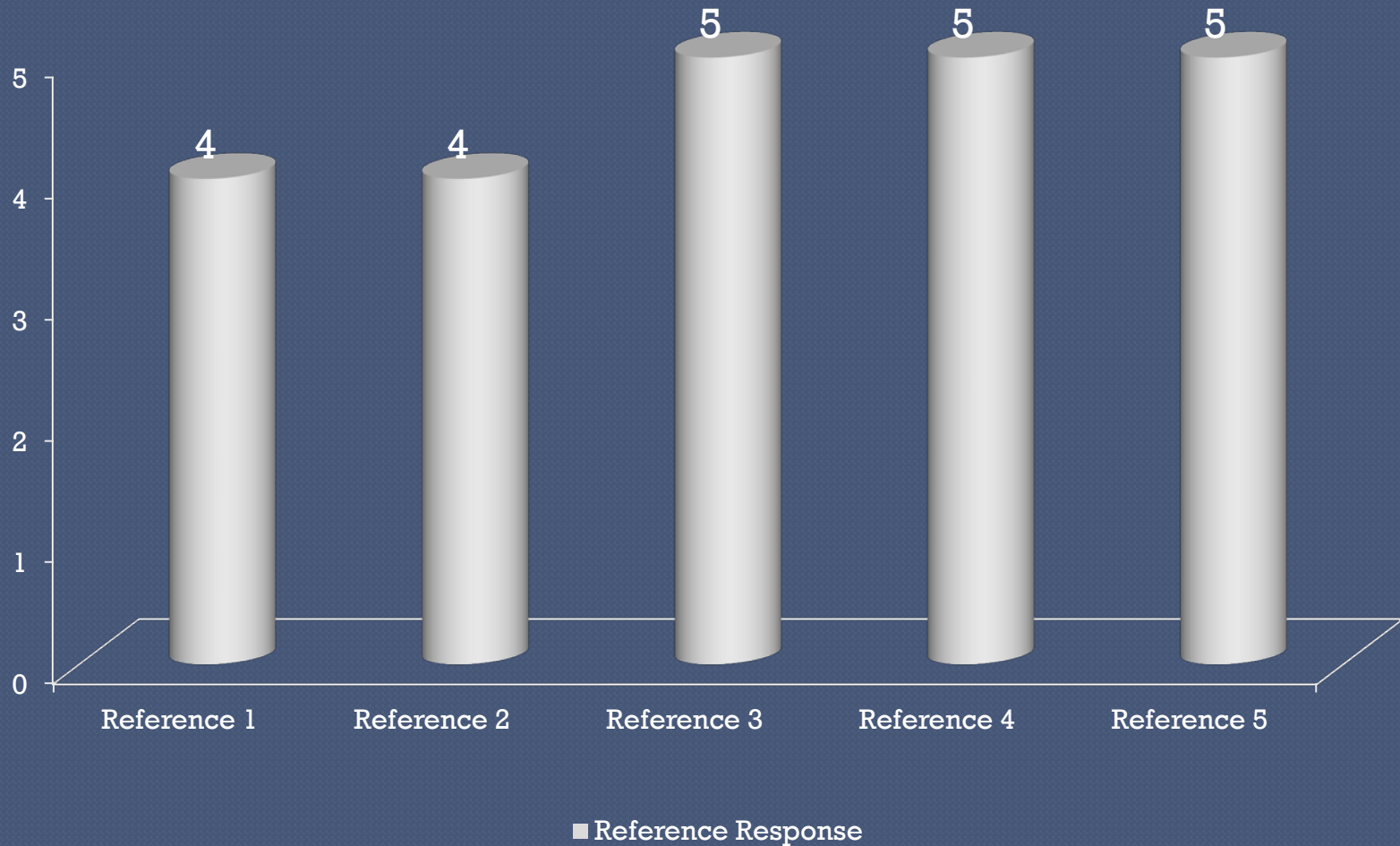
Vendor Evaluation

How would you rate the vendor on implementation?

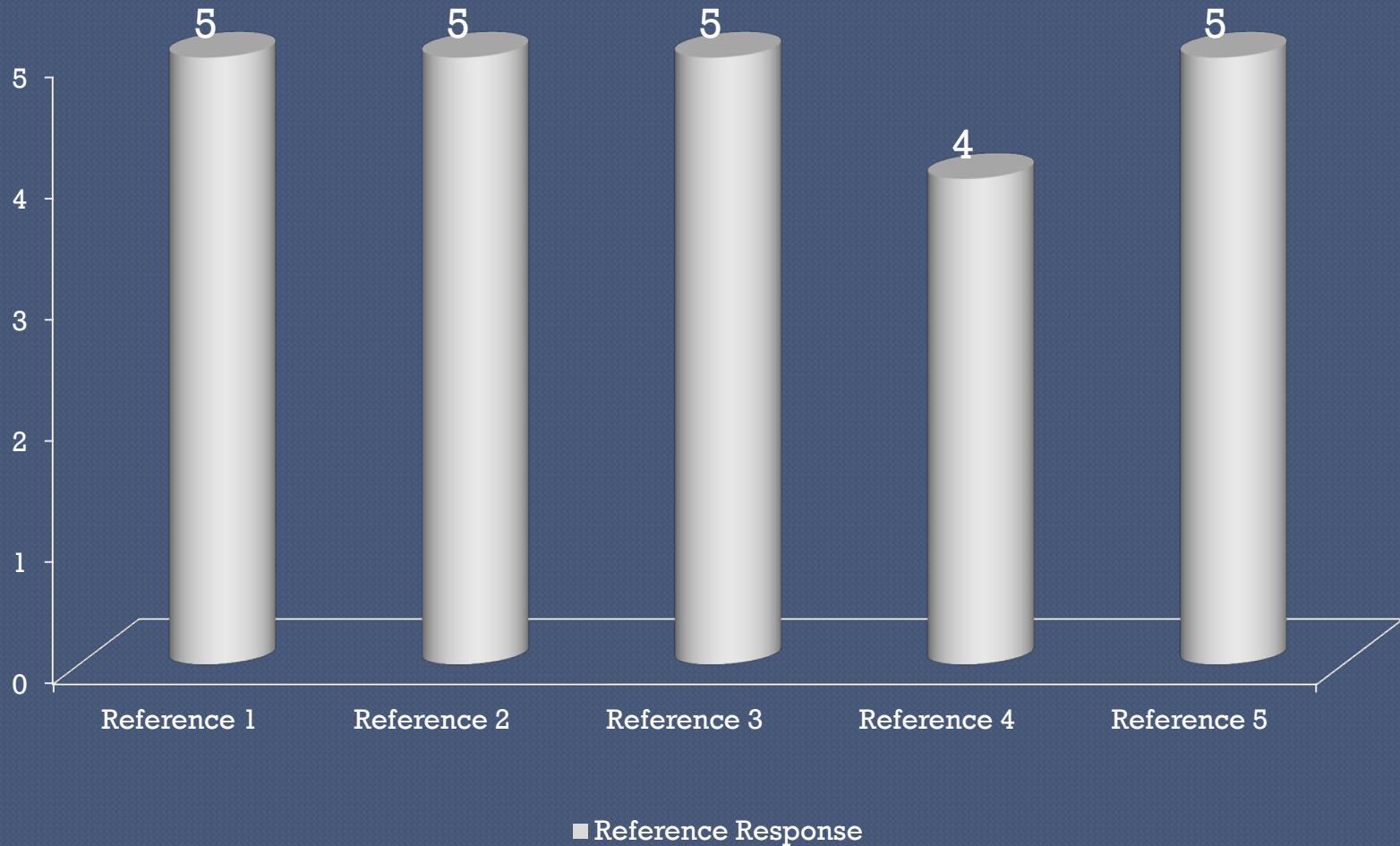*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*
All information obtained from references provided by vendor.

How would you rate the vendor on training?

Legend: Reference Response

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
All information obtained from references provided by vendor.
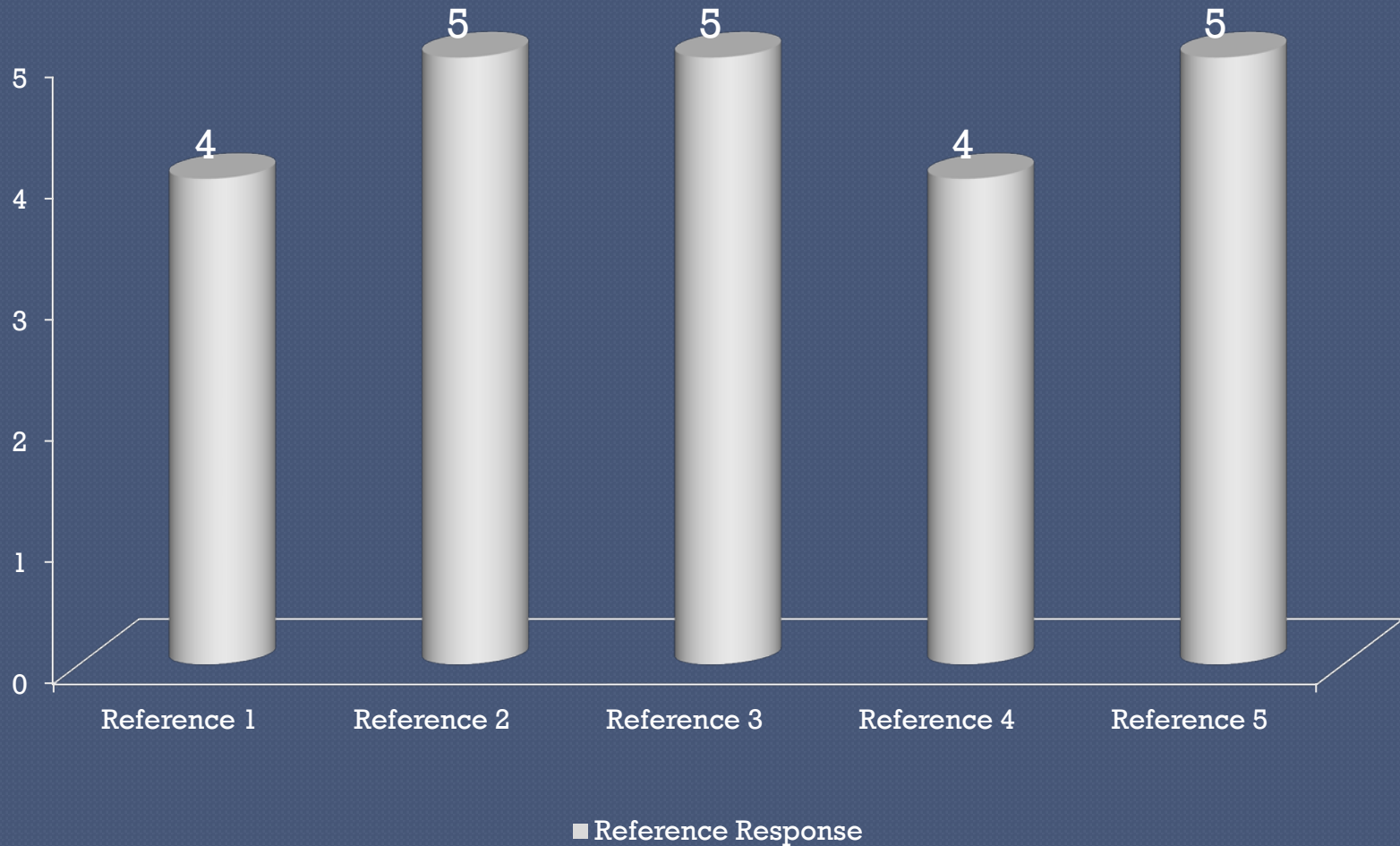
How would you rate the vendor on support?

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
All information obtained from references provided by vendor.

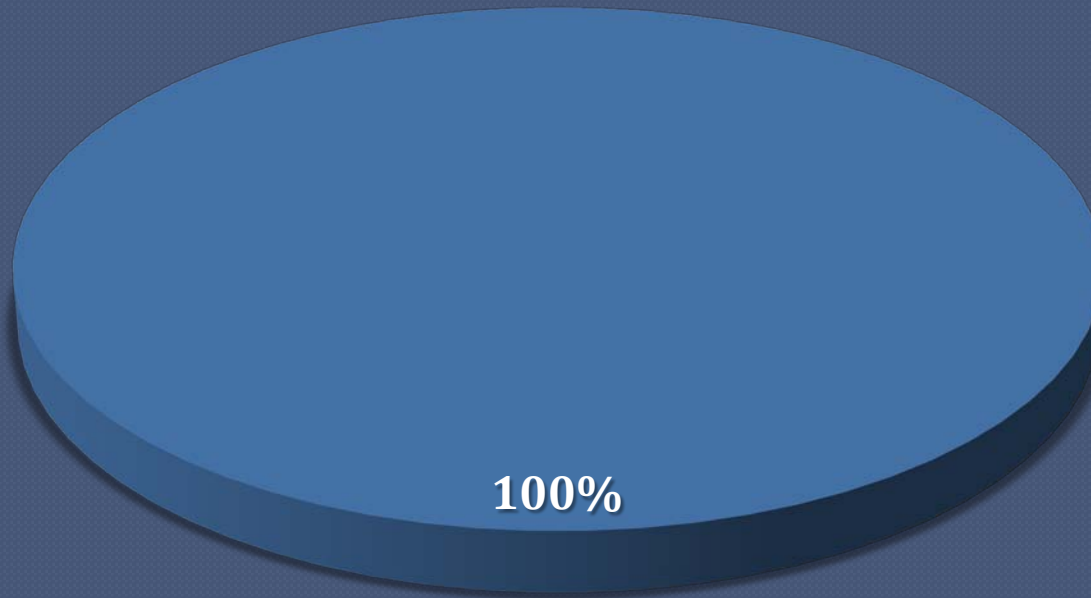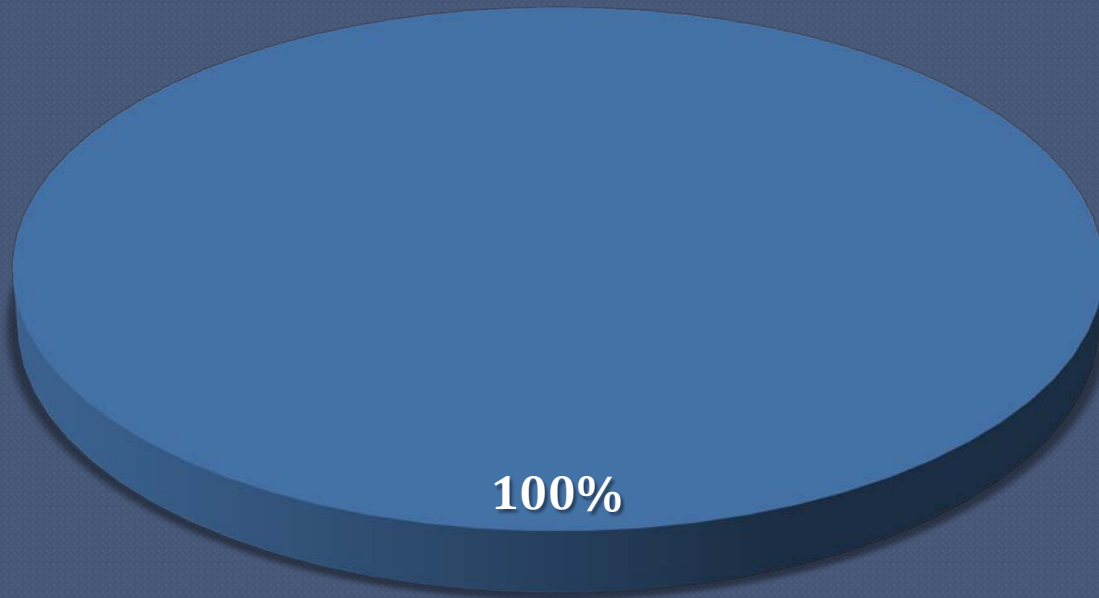# How would you rate the vendor on service?

Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent
All information obtained from references provided by vendor.

Would you purchase this system again?

100%

■ Yes   ■ No

All information obtained from references provided by vendor.

Would you purchase from the same vendor again?

100%

■ Yes   ■ No

All information obtained from references provided by vendor.

MARYLAND HEALTH CARE COMMISSION

For more information visit:

http://mhcc.maryland.gov/electronichealth/ehr/ehrvendors.html